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Personnel

**FAMILY CENTER FOR AID AND RECOVERY
FROM EMERGENCIES (FAMCARE)**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction outlines procedures for operation of the Family Center for Aid and Recovery from Emergencies (FamCARE). FamCARE is a facility staffed with disaster-response trained professionals and volunteers who provide community assistance in crisis situations which involve (or potentially involve) a large number of casualties.

SUMMARY OF REVISIONS

New or revised material is indicated by a bar (|).

1. Office of Primary Responsibility (OPR). The 374th Mission Support Squadron Family Support Center (FSC) (374 MSS/DPF), through the Community Action and Information Board (CAIB) Readiness Subcommittee has responsibility for oversight of FamCARE operations, including development of operating instructions and ensuring appointment and training of FamCARE members.

2. General. In casualty situations, the 374th Airlift Wing Commander (374 AW/CC) will decide whether existing services can handle the expected number of family and community members needing assistance. FamCARE provides an option for disaster response in those situations in which the anticipated needs are beyond the capability of the agencies primarily tasked to provide immediate crisis intervention. Crises involving a relatively small number of casualties (e.g., accidents involving two cars or the loss of a single-seat aircraft) can generally be handled in a rapid humanitarian manner through services provided by casualty assistance officers, chaplains, and mental health professionals. When crises involve large numbers of potential casualties (e.g., a report that a wide-body aircraft has been lost or that a school bus full of Department of Defense Dependents School [DoDDS] students has careened over a cliff), existing services are quickly overwhelmed. FamCARE provides a consolidated facility through which the families of potential casualties can receive supportive services. These services will include:

2.1. Initial Response and Assistance. FamCARE will serve as a central gathering point for families awaiting information about potential casualties. Families and community members will be directed to report to FamCARE for the most up-to-date information on the crisis. FamCARE staff will provide a supportive environment for individuals remaining at FSC. A sign-in and sign-out log will be maintained to keep track of the location of family members who may prefer to wait for information at their own homes or in alternate settings. Progress reports will be provided at FamCARE through appropriate senior leadership or representatives of the 374 AW Public Affairs (374 AW/PA). FamCARE will establish a Volunteer Control Center to match volunteers with identified needs (e.g., manning phones, child care, logistical support). Private facilities will be maintained for casualty notifications. The FSC will provide supportive counseling services for those needing emotional support. Following receipt of confirmation of casualties, FamCARE will serve as a centralized location for required services such as grief counseling and assistance with funeral arrangements, entitlement briefings, financial assistance, and legal assistance. FamCARE can also serve as the centralized location for management of incoming calls from individuals seeking information on the crisis and from those offering assistance.

2.2. Long-Term Assistance. After initial arrangements are made for the affected families, the focus of FamCARE will shift to long-term assistance. These services will include continued counseling support for grieving family members, services to non-casualty families, survivors, "first responders," staff and volunteers, continued coordination of support services, and completion of an after-action report.

3. Responsibilities. FamCARE staff will include a FamCARE Director, FamCARE noncommissioned officer in charge (NCOIC), and assigned representatives from 374 AW/PA, 374 AW Chaplain (374 AW/HC), the 374th Medical Operations Squadron Life Skills Support Center (374 MDOS/SGOMH), FSC, and American Red Cross (ARC). Detailees and volunteers will provide additional support. Representatives from 374 MSS Military Personnel Flight (374 MSS/DPM), 374 MSS Casualty Augmentation Support Team (CAST) (374 MSS/DPMPS), 374 AW Judge Advocate (374 AW/JA), the 374th Comptroller Squadron (374 CPTS), the 374th Transportation Squadron (374 TRANS), and the 374th Medical Group (374 MDG) will provide services at FamCARE as required by the specific casualty situation. Responsibilities of the FamCARE staff will include:

3.1. FamCARE Director. The Director will be responsible for the overall implementation and operation of FamCARE during the crisis. The Director will ensure that rosters of personnel assigned to FamCARE are current and that recall procedures are in-place. The Director will ensure that FamCARE staff is trained in disaster response and that FamCARE operations are exercised at least annually. Included in the training will be rumor control techniques, role-playing, telephonic response and information retrieval techniques, and sensitivity training. Upon activation of FamCARE, the Director will ensure that FamCARE staff are recalled and that arrangements are made for coverage of shifts for a 24-hour operation. The Director will orchestrate appropriate community response following the initial response to confirm mass casualties. The Director will serve as a consultant to the Battle Staff regarding needs of the families and community utilizing FamCARE services.

3.2. FamCARE NCOIC. The FamCARE NCOIC will assist the FamCARE Director and be responsible for coordinating logistical support for FamCARE. The NCOIC will ensure that adequate refreshments and supplies are available and that details are coordinated to ensure the safety and comfort of family members. The NCOIC will ensure that adequate communication assets are available for FamCARE operation.

3.3. 374 AW/PA. 374 AW/PA will be responsible for ensuring widespread dissemination of information regarding activation of FamCARE. 374 AW/PA representative to FamCARE will be responsible for clearance of all information released through FamCARE pertaining to the crisis.

3.4. FSC. The FSC will train all staff in FamCARE operations and detail them to FamCARE for the duration of FamCARE operations. FSC personnel will be responsible for providing manpower to work check-in stations, coordinate assignment of tasks to volunteers, provide Air Force Aid assistance, and supervise detailees, as needed. FSC staff will augment other agencies in providing supportive and grief counseling. If long-term assistance is needed, FSC staff will assist 374 MDOS/SGOMH providers in conducting Critical Incident Stress Debriefings (CISD).

3.5. 374 AW/HC. At least one chaplain will be assigned to FamCARE to provide emotional and spiritual support to family members and affected community members. Chaplains will provide assistance with casualty notifications. Chaplains will have primary responsibility for memorial service arrangements, if needed.

3.6. 374 MDOS/SGOMH. A representative will be available to provide supportive services and to serve as consultant in situations in which family members may require medical intervention. 374 MDOS/SGOMH will have a primary responsibility for organization of CISD services. The representative will request assistance from other helping agency personnel to accomplish this, as needed.

3.7. ARC. An ARC station will be established to serve as a communication link between FamCARE and family members who are not located in Japan. Financial and funeral assistance will be provided as needed in accordance with ARC directives.

3.8. 374 MSS/DPMPs. CAST will work with FamCARE after all CAST responsibilities are completed (per AFI 36-3002, *Casualty Services*). Casualty Notification Officers (CNO) will work in conjunction with 374 AW/HC, 374 AW/CC, and FamCARE staff in delivering notifications to individual family members. Casualty Assistance Representatives (CAR) will provide information to family members on entitlements in cases involving deaths. CAR will assist family members in contacting the 374th Support Group Mortuary Affairs (374 SPTG/SVMM) Officer in making funeral arrangements, as needed. CAR, working in conjunction with the Air Force Casualty Operations Center at Randolph Air Force Base, Texas, will also provide information to family members outside Japan regarding Invitational Travel Order entitlements.

3.9. 374 AW/JA. 374 AW/JA staff will provide legal assistance to affected families.

3.10. 374 CPTS. Representatives from 374 CPTS will be available to provide financial counseling and assistance.

3.11. 374 TRANS. Representatives from 374 TRANS will be available to help family members with travel and relocation assistance.

3.12. 374 MDG. Representatives from 374 MDG will be available to assist families with injured members who require air evacuation.

3.13. The 374th Communications Squadron (374 CS). The FamCARE will contact 374 CS to provide telephone support, if needed.

4. Procedures.

- 4.1. The Disaster Control Group on-scene commander or 374 AW/CC direct the activation of FamCARE.
- 4.2. The primary location of FamCARE is the FSC Auditorium and private office areas. Alternative facilities will be used if the scope of the crisis is likely to exceed the capacity of FSC.
- 4.3. FamCARE configuration includes private counseling space, rest area, child recreation and child care area, food service and eating area, space for informational briefings, and chapel and meditation area.
- 4.4. FamCARE will be open 24 hours a day during the initial crisis response period.
- 4.5. 374 CS support will include availability of FSC Family Network (FAMNET), telefax machines, and at least two unpublished phone lines for use by service provider staff, volunteers, and family members to ensure that outgoing lines are available.
- 4.6. All service provider staff and volunteers should be clearly identified with a badge.
- 4.7. A FamCARE sign-in and sign-out log will be utilized to capture such information as full names of service member and family members, relationship of waiting parties to potential casualty, and phone numbers and locations where family members may be reached.
- 4.8. All entrances and exits to FamCARE should be monitored to ensure the safety and privacy of all family members and friends.
- 4.9. In large scale disasters, the FamCARE will ensure coordination of assistance to family members residing outside Japan who elect to come to Japan to assist with family needs.
- 4.10. FSC will release no information regarding the disaster without clearance from 374 AW/PA. No information will be released on the status of casualties until confirmation is received that next-of-kin have been notified by the CNOs and the names of casualties are released by 374 AW/PA.
- 4.11. The FamCARE Director will advise the Battle Staff or 374 AW/CC when specialized service provider augmentees from other installations are indicated.

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Commander